

California Public Utilities Commission  
Consumer Service and Information Division

**Water Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**November 2016**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **November 2016**, broken down by the type of the contact (i.e. Category).

**Table 1 - Water Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
WTC190	Bass Lake Water Company	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA210, SWR210	California American Water Company	5	-	5	2	1	3	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	11
WTA60	California Water Service Company	7	3	10	3	-	3	1	-	1	-	-	-	1	-	1	2	-	2	1	-	1	18
WTA133	Golden State Water Company	1	5	6	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	7
WTD352	Havasu Water Company, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA346	Liberty Utilities (Apple Valley Ranchos Water) Corp.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
WTA314	Liberty Utilities (Park Water) Corp.	2	-	2	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	5
WTC312	Nacimiento Water Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA337	San Gabriel Valley Water Company	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
WTA168	San Jose Water Company	-	10	10	-	-	-	-	35	35	-	-	-	-	-	-	-	1	1	-	-	-	46
WTD412	Sonoma Springs Water Company LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA339	Suburban Water Systems	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
<b>Total</b>		20	23	43	8	2	10	1	36	37	-	-	-	1	2	3	5	2	7	1	-	1	101